

Programme

WEDNESDAY 16 OCTOBER 2013

09.00 **Welcome and introduction**
Patrick Staes, Project Leader, Seconded National Expert; Head of the CAF Resource Centre, EIPA, Maastricht (NL)

The CAF model and the European context

09.10 **The European vision of quality: the Common Assessment Framework. Its origin and actual use**
Patrick Staes

09.30 **The Common Assessment Framework: the CAF 2013 model in detail**
Patrick Staes

11.00 Coffee break

11.30 **Exercise 1: "Identify the sub-criteria" – group discussions**

12.15 **Exercise 1: "Identify the sub-criteria" – review of results in plenary session and discussion**
Patrick Staes

The self-assessment (SA) process

13.00 **The self-assessment process: how to secure the involvement of staff by management**
The different actors and their roles, timing, reporting, guidelines, the use of e-tools in the SA process
Ann Stoffels, EIPA CAF Resource Centre, Maastricht (NL)

13.45 Lunch

15.30 **How to assess an organisation by defining strengths and areas for improvement and scoring**
Patrick Staes

15.45 **Exercise 2: "How to score" – group discussions**

16.15 **Exercise 2: "How to score" – review of results in plenary session and discussion**
Patrick Staes

17.00 **The implementation of CAF : practical case From Quality to Excellence: how to increase people involvement**
Gaetana Rubino, Chamber of Commerce, Industry, Craft Trade and Agriculture of Crotona, Italy

18.00 **End of the first day**

THURSDAY 17 OCTOBER 2013

The CAF as a driving force behind organisational change

09.00 **How to prioritise improvement actions and draft an action plan**
Patrick Staes

09.30 **Exercise 3: Prioritise a number of proposed actions – group discussions**

10.15 **Exercise 3: Prioritise a number of proposed actions – review of results in plenary session**

10.45 Coffee break

11.15 **Communication strategy for the CAF: communication as a key success factor for change**
Patrick Staes

11.45 **Exercise 4: How to draft an effective improvement plan – criteria and conditions for effective improvement; discussion in working groups**

12.30 **Exercise 4: How to draft an effective improvement plan – criteria and conditions for effective improvement; review in plenary session**

13.30 Lunch

15.00 **External feedback on the use of the CAF: methodology and pilot projects**
The European CAF community has developed a methodology to provide external feedback on CAF self-assessments and how to reward organisations for subsequently installing a culture of improvement
Patrick Staes

Networking: the CAF Resource Centre at EIPA

16.00 **What can the CAF RC at EIPA do for you? (incl. CAF e-tool)**
Ann Stoffels

16.30 **Evaluation and closure of the seminar**
Patrick Staes